UNIVERSITY OF CAMBRIDGE

# Cisco 7941 IP Phone Guide

BT iNet

## Basic Phone Features

**To place a call, either:**
- Lift handset and dial the number.
- Press the Line Button of your extension, then dial.
- Press Speaker button then dial.
- Press NewCall (soft key), then dial.
- Press Redial (soft key) to re-dial the last number.
- Press any configured Speed Dial button.

**Note:** Also refer to Directory Menu.

**To answer a call, either:**
- Lift handset.
- Speakerphone: Press Answer (soft key) or Speaker button.

**To end a call, either:**
- Replace handset.
- Speakerphone: Press Speaker button or EndCall (soft key)

**To mute a call:**
- Press Mute.
- To disengage mute, press Mute again.

**To put a call on hold:**
- Press Hold (soft key).
- To return to the call, press Resume (soft key)

**Handling multiple calls**
- If multiple calls are on hold, use Scroll to select the desired call then press Resume (soft key)

**To redial last number dialled:**
- Press Redial (soft key).

**Pickup calls within group:**
- Lift handset and press more (soft key) until you see Pickup (soft key).
- Press Pickup (soft key).
- Press Answer (soft key).

## Transferring calls

- 1.During a call, press Trnsfer (soft key). This places the call on hold.
- 2.Dial the number.

**To perform attended call transfer:**
- 3.When the party answers, announce the call.
- 4.Press Trnsfer (soft key)and hang up.

**To perform unattended call transfer:**
- 3.When phone rings press Trnsfer (soft key).
- 4 Hang up.

***Note:****If you do not want to complete the transfer , press End Call (soft key), then press Hold (soft key) to return to the original call.*

**Direct Transfer**

You can directly join two independent calls and immediately drop yourself from the call. When you are connected to one call and have the other on hold:
- 1.Use the Scroll key to highlight the call on hold.
- 2.Press DirTrfr (soft key)

The two calls are joined into one call.

## Forward All Calls

**To forward all calls to another number:**
- Press CfwdAll (soft key). You will hear two beeps.
- Dial the number to which you want to forward all of your calls. The screen will display a message confirming the number or extension to which your calls are being forwarded.

**To cancel call forwarding.**
- Press CfwdAll (soft key).

## Line Buttons/Speed Dial Buttons

Depending on configuration, these buttons provide access to:
- Phone lines – the first button will always be your primary extension. Additional lines/ extensions that you have access to will appear on the button(s) below.
- Frequently dialled numbers (speed-dial buttons)

The buttons illuminate to indicate status as follows:
- Green, Steady - Active call on this line (off hook).
- Green, Blinking - Call on hold on this line.
- Orange, blinking - Incoming call ringing on this line.
- Red - Line in use by someone else.

## Conference Calls

- During a call, press more (soft key) until you see Confrn (soft key).
  *This places the call on hold and opens a new line.*
- Place a call to another party.
- When the call connects, press Confrn (soft key) again to add this new person to the call.
- This can be repeated for up to 6 concurrent callers.

Tips:

- To end, all but one party must hang up.

**Viewing Participants in a Conference Call**

- Press ConfList (soft key) to display the list of conference participants.
- Press Update (soft key) to refresh the list of participants.

If you initiated the conference call and need to remove a participant, use the Scroll keys to highlight the name and press Remove (soft key).

**Joining Calls**

You can use the join feature to join parties in established calls into one conference call. When you are connected to one call and have the other on hold:

- Use the Scroll keys to highlight the call on hold.
- Press Join (soft key).

The selected calls are joined into one conference call. You can then add further parties.

## Call History including Missed Calls

- Press Directories button.
- Use the Scroll keys to highlight the desired call history option: Missed Calls, Received Calls, or Placed Calls.
- To speed dial a number, use the Scroll keys to highlight the desired number and press Dial (soft key).

**Note:** You might need to use the EditDial soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digit "9" to the front of the number.

## Voicemail

Retrieval: Press the button and follow the voice prompts, or login to http://voicemail.phone.cam.ac.uk/vm/

Change greetings message: Press the button and follow voice prompts.

Leave a message in another user's mail box (no ringing): Dial 111+extension.

Set email delivery: via http://voicemail.phone.cam.ac.uk/vm/

Change PIN: Press the button and follow voice prompts or via http://voicemail.phone.cam.ac.uk/vm/

Delete messages: Press the button and follow voice prompts, or via http://voicemail.phone.cam.ac.uk/vm/

Forwarding to Voicemail is set to transfer while busy or after 6 rings by default. For immediate transfer press the CFwdAll button followed by 113.

External telephone access to voicemail: Dial 01223 747474 (or 47474 internally)

Further help: http://voicemail.phone.cam.ac.uk/help.php

## Callback

When there is no answer from another IP Phone or the extension is busy, the Callback feature can be used before the call is diverted:

- Press Callback.

When the destination phone has been used again, indicating the user may be available to take calls, then a message will appear on the caller's screen and will give the option to Dial (soft key) the caller again.

## Volume and Ringer Sound

**To adjust the ringer volume:**

- Press Volume - or + while the handset is in its cradle.

**To adjust the Handset volume:**

- During a call, press Volume - or +. Press Save (soft key) to apply the new volume level to future calls.

**Changing the Ringer Sound**

- Press the Menu button, select Settings and then User Preferences.
- Select Ring Type from the Settings menu.
- Press Select (soft key).
- To scroll through the list of ring types, press the Scroll keys.
- Press Play (soft key) to hear the selected ring type.
- When you find the ring you want, press Select and then OK (soft keys).
- Press Save (soft key) to save your selection and exit the Settings menu.

**Changing the LCD Contrast**

To change the amount of contrast:

- Press the Menu button, select Settings and then User Preferences.
- Select Contrast from the Settings menu.
- Press the Up or Down soft keys to set the desired intensity of the display.
- Press OK (soft key) to accept your changes.
- To save this contrast setting, press Save (soft key) and exit the Settings menu.

## Parking a Call

- During a call, press more (soft key).
- Press Park (soft key).
- Make a note of the call park number shown on the display, then hang up.
- To retrieve the parked call, dial the call park number from any IP Phone.

**Note:** If the parked call is not retrieved within 30 seconds, the call will revert back to the original extension.

**For more information and updates see** `http://www.phone.cam.ac.uk/`

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